



POLICE

DEPARTMENT





TABLE OF CONTENTS

Message from the Chief	3	Criminal Investigations Division	
Mission & Vision	4	Division Information	33
Organizational Chart	5	Property Crimes Unit	33
Demographics/Staffing	6	Violent Crimes Unit	33
		Special Investigations Unit	34
2018 Statistical Review		Neighborhood Response Unit	34
UCR Part I Crimes	7	Victim Assistance Unit	35
UCR Part II Crimes	8	Crime Analysis Unit	36
Calls for Service & Arrests	9		
Traffic Citations	10	Field Operations Division	
Traffic Collisions & DUI's	11	Division Information	36
Beat Map	12	Support Services Unit	37
Beats & Part I Crimes	13		
Beats & Quality of Life	16	Professional Development Division	
Response Times	19	Division Information	39
		Policy & Accreditation	39
Office of the Chief		Recruitment & Hiring	42
Professional Standards Unit	20	Training Unit	44
SAU, SWAT, TEMS	21		
CISM & Public Information Officer	23	2018 Awards & Recognition	
Citizen Patrol	24	Service Awards	46
Administrative Services Division			
Division Information	26		
Records Unit	26		
Financial Management	27		
Grant Funds	27		
Communications Section	29		
Property & Evidence Unit	30		
Vehicle Impound Program	30		
Community Relations	31		



Message from the Chief

I am pleased to present the Surprise Police Department's 2018 Annual Report.

Throughout the past year, members of YOUR Surprise Police Department continued working diligently to provide the highest level of professional public safety service. While we are proud of our accomplishments, we recognize the need to continuously enhance services to ensure we meet or exceed your expectations.

The success of the Department is attributed to the extraordinary relationship we have with our community members. That relationship is built on trust and mutual respect and is fostered through open and transparent communication.

We are committed to building upon these successes through the continued development of an organizational culture characterized by accountability, professionalism, and respect. To ensure success and achieve established goals, the following serve as our guiding principles:

- Continue to support an environment of involvement and participative problem-solving
- Identify and acquire existing and developing technologies and best practices to remain on the forefront of innovation and efficiency
- Ensure the effective use of timely, complete, and accurate internal and external information to suppress crime
- Staff and train the Department with members who possess the knowledge, skills, and abilities to effectively provide safety and security services to the community
- Challenge the status quo through critical analysis and improvement of existing law enforcement processes
- Plan for future expansion of personnel, facilities and equipment to ensure timely and efficient police service

The subsequent pages are designed to communicate our organizational progress in 2018. I am confident that with the continued commitment of our employees, support from our public officials and city leaders, and the ongoing trust, confidence and assistance from our community, we will continue to make Surprise one of the safest cities in the nation.

Terry Young
Chief of Police





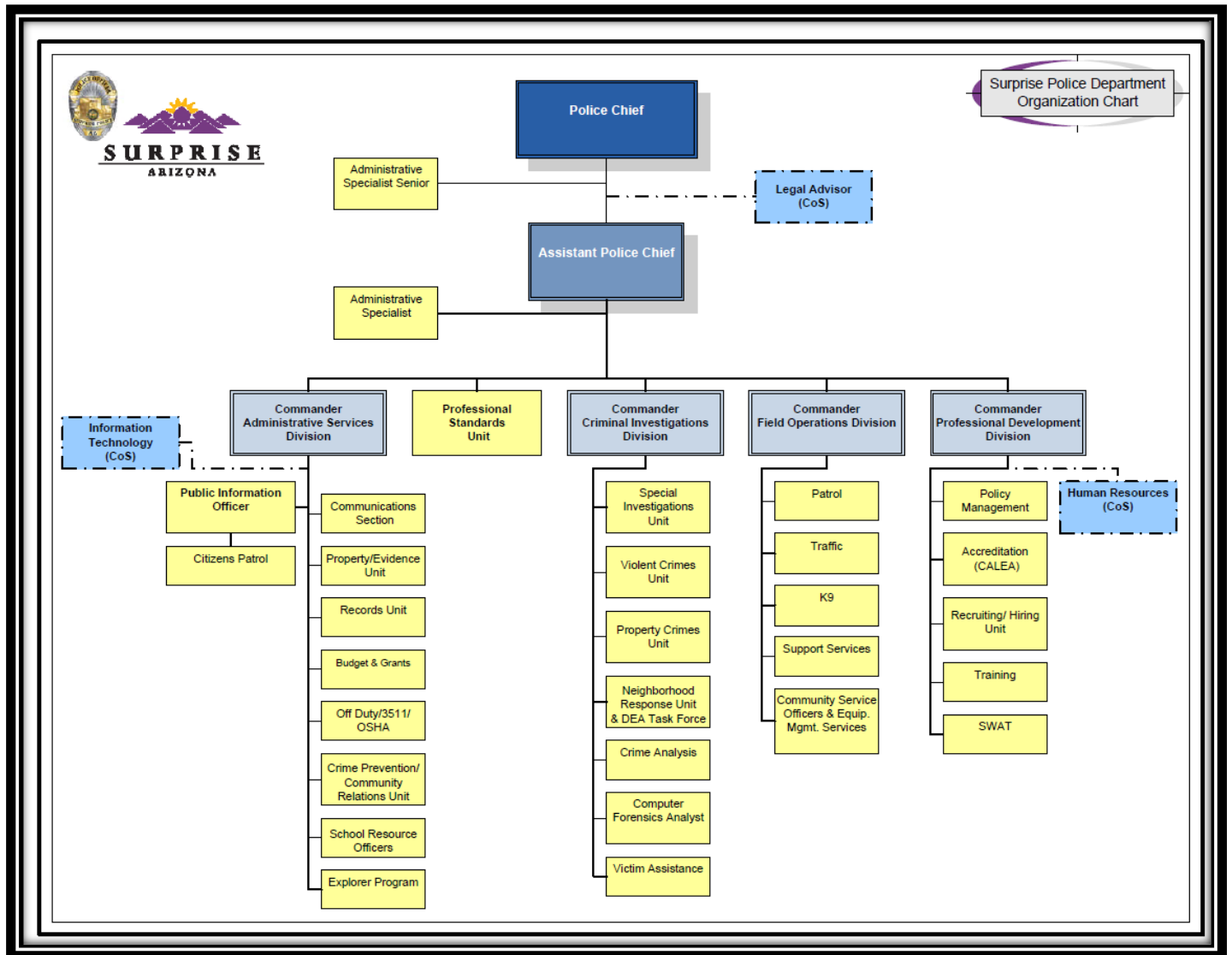
Surprise Police Department's Vision and Mission





POLICE

DEPARTMENT





Demographics/Staffing

City of Surprise

	2015	2016	2017	2018
Population	130,449	132,971	134,915	138,161
Area (Square Miles)	107	107	108	108

Source: U.S. Census Bureau, 2018 Population Estimates

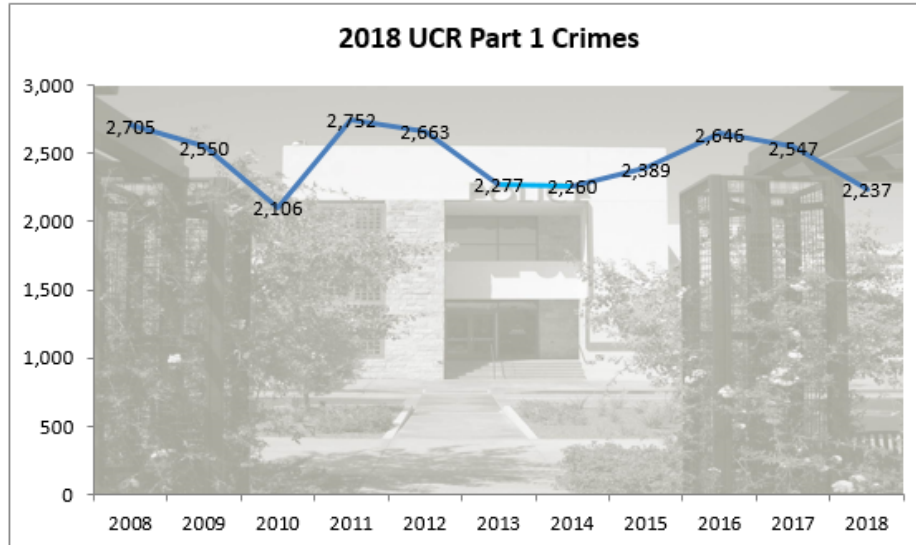
Surprise Police Department

	2015	2016	2017	2018
Sworn Employees - Authorized	136	146	148	149
Sworn Employees - Actual	132	138	142	140
Civilian Employees Authorized	53	56	54	55
Civilian Employees Actual	52	49	49	51
Number of Authorized Officers per 1,000 Population	1.04	1.10	1.10	1.08
Total Authorized Employees	189	202	202	204
Total Actual Employees	184	187	191	191



2018 Crime in Surprise

Type of Crime	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
<i>Homicide</i>	1	1	1	1	1	4	3	8	2	8
<i>Rape</i>	9	12	15	7	14	13	18	12	17	21
<i>Robbery</i>	42	35	51	62	47	32	44	37	47	37
<i>Aggravated Assault</i>	64	60	69	89	86	94	107	79	53	61
<i>Burglary</i>	529	437	617	521	402	355	417	357	228	237
<i>Larceny/Theft</i>	1716	1441	1871	1853	1573	1617	1672	1992	2022	1675
<i>Motor Vehicle Theft</i>	167	93	108	117	146	132	105	154	172	192
<i>Arson</i>	22	27	20	13	8	13	23	7	6	6
<i>Total Violent Crime</i>	116	108	136	159	148	143	172	136	119	127
<i>Total Property Crime</i>	2434	1998	2616	2504	2129	2117	2217	2510	2428	2110
<i>Total Part 1 Crimes</i>	2550	2106	2752	2663	2277	2260	2389	2646	2547	2237

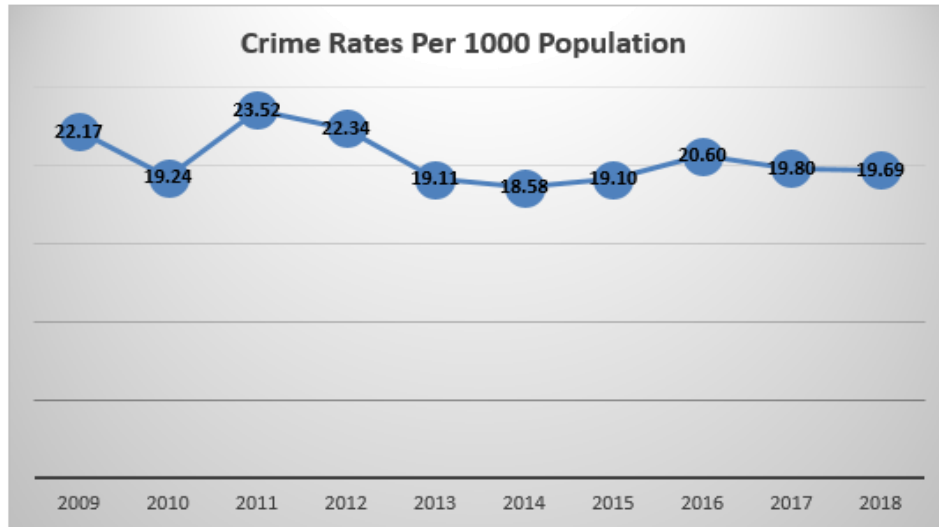


There was a 12% decrease in total Part 1 Crimes in 2018 compared to 2017.

Violent crimes increased 7% in 2018 with 127 total violent crimes compared to 119 in 2017. This comes out to a crime rate of .96 violent crimes per 1000 people compared to .93 in 2017. On average, a violent crime occurs in Surprise every 2.8 days.

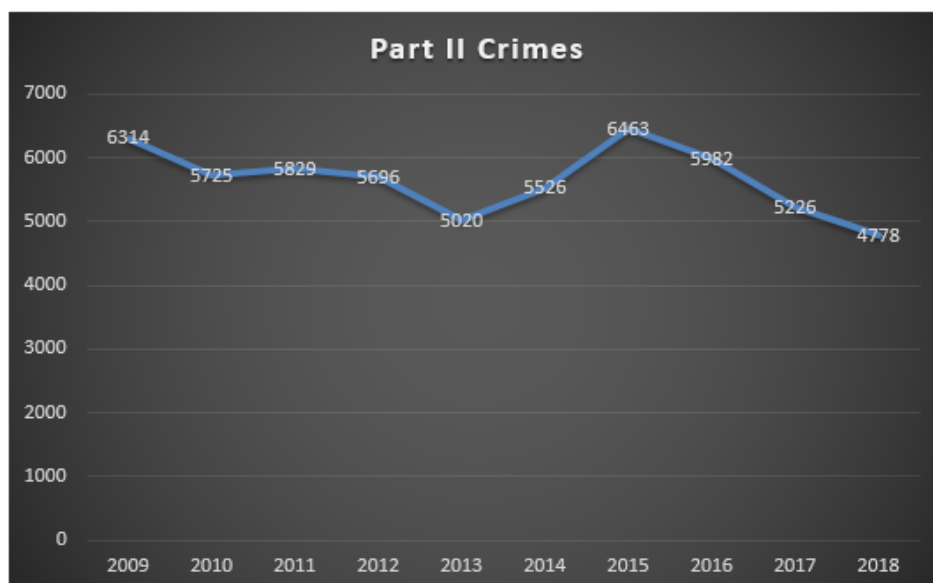
Property crimes decreased 15% in 2018 with 2110 total property crimes compared to 2428 in 2017. This comes out to a crime rate of 16 property crimes per 1000 people compared to 19 in 2017. On average, a property crime occurs in Surprise every 4.15 hours.





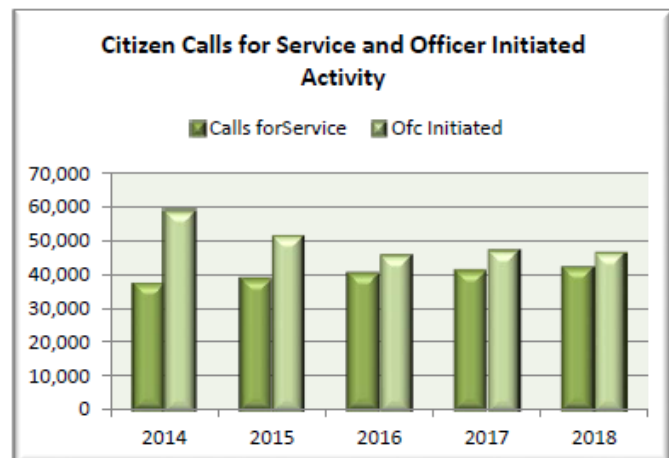
2018 Part II Crime in Surprise

Part 2 crimes are typically those crimes that affect quality of life. The most common Part 2 crimes are alcohol offenses, disorderly conduct, driving under the influence, drug abuse violations, fraud, graffiti, juvenile problems, child abuse, domestic violence, simple assaults, runaway juveniles, vandalism and weapon offenses. Part 2 crimes comprised approximately 68% of total crimes in 2018.





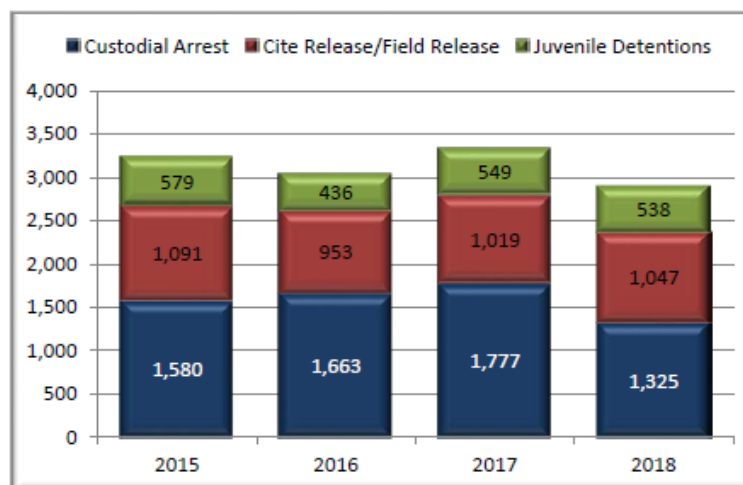
Calls for Service and Officer Initiated Incidents



56% of officer initiated calls are civil in nature. 44% are criminal in nature.

81% of citizen calls for service are civil in nature. 19% are criminal in nature.

Arrests in Surprise



Total Arrests (Adult and Juvenile combined) for 2018 were down 13% from 2017.

Custody Arrest – A subject is physically brought to Surprise Police Department, fingerprinted and booked into jail for a criminal violation.

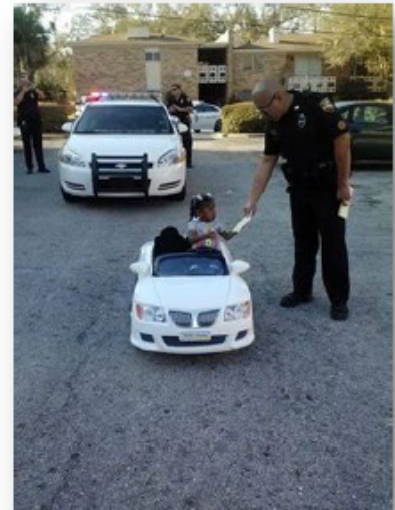
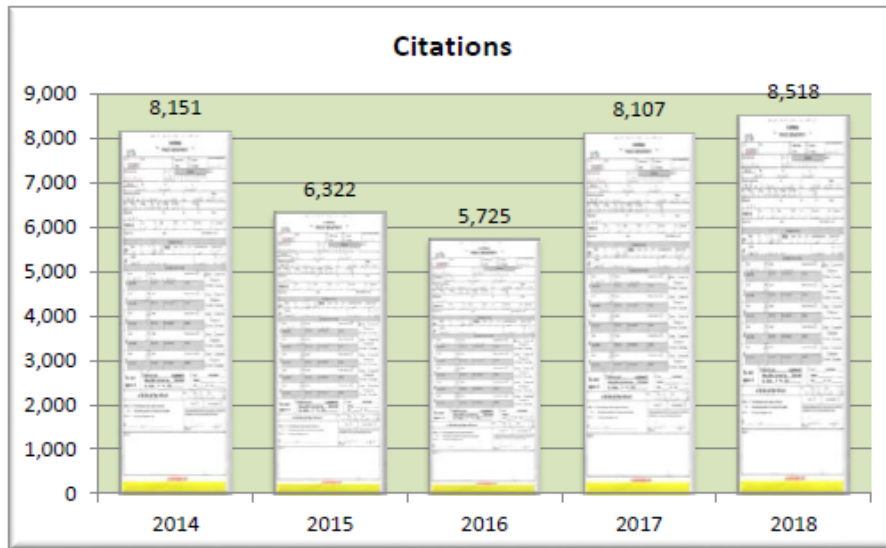
Cite & Release – A subject is cited for a criminal violation, brought to Surprise Police Department, fingerprinted and released.

Field Release – A subject is cited for a criminal violation in the field and released. This does not include traffic citations.

Juvenile Detentions – A person who is under 18 years of age is cited or referred to appear in a juvenile court or before other juvenile authorities for prosecution of a criminal offense.



2018 Traffic Citations



Top 15 violations in 2018 compared to prior years

Violation	Description	2014	2015	2016	2017	2018
28-701A (28-701)	Speed Greater than Reasonable and Prudent	2802	2561	2154	4105	3917
28-4135C/B	No Proof of Insurance	2183	1510	1105	1210	1263
28-855B	Stop Sign Violation	366	230	306	516	537
28-3473A	Drive with License Suspended/Revoked/Cancelled	590	535	496	481	496
28-2153A	Violation Registration Law/No Current Registration	579	497	311	383	413
28-4315B	No Evidence of Financial Responsibility w/In Vehicle	263	271	221	308	331
28-797E/F	School Zone In Excess of 15MPH	269	197	179	297	292
28-645A3A	Fail to Stop for Red Light	439	348	313	260	276
28-4139A	Display Plate Suspended-Financial Responsibility	218	193	197	221	271
28-3151A	No Valid Driver's License	464	364	126	193	267
28-644A1	Fail to Obey Traffic Control Device	14	12	46	188	265
28-4135A	No Mandatory Insurance	212	153	127	145	209
28-2532A	No Current Registration	205	114	114	143	206
28-1381A1	DUI; Alcohol/Drugs/Toxic Vapor or Combination	82	60	124	142	152



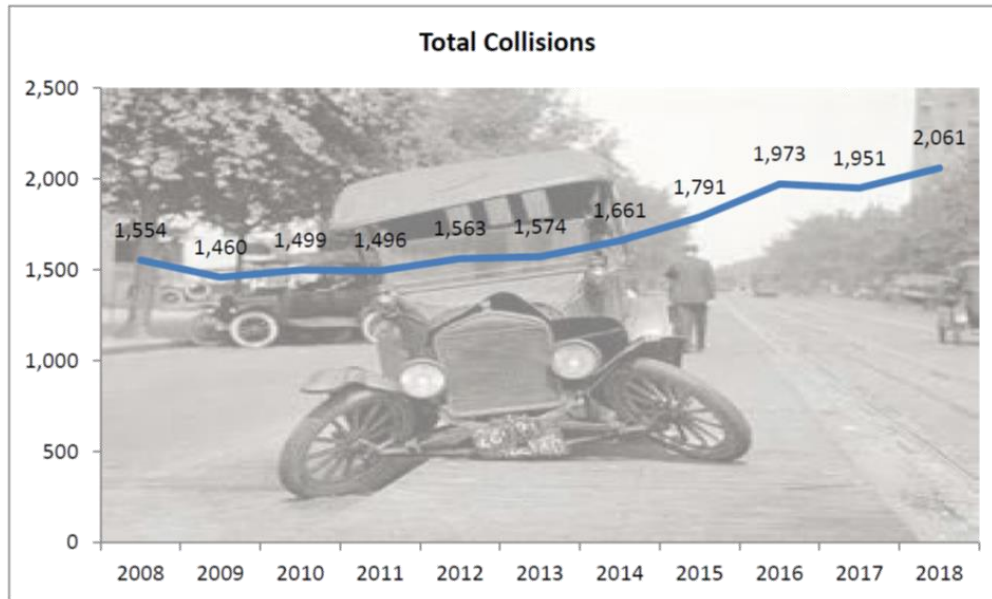
2018 Traffic Collisions & DUI

Serious Collisions

Year	Fatal Collisions	Injury Collisions
2014	0	227
2015	3	246
2016	4	240
2017	5	251
2018	3	242

Alcohol/Drug Involved Collisions

Year	Fatal Collisions	Injury Collisions
2014	0	6
2015	0	6
2016	1	3
2017	0	4
2018	0	2



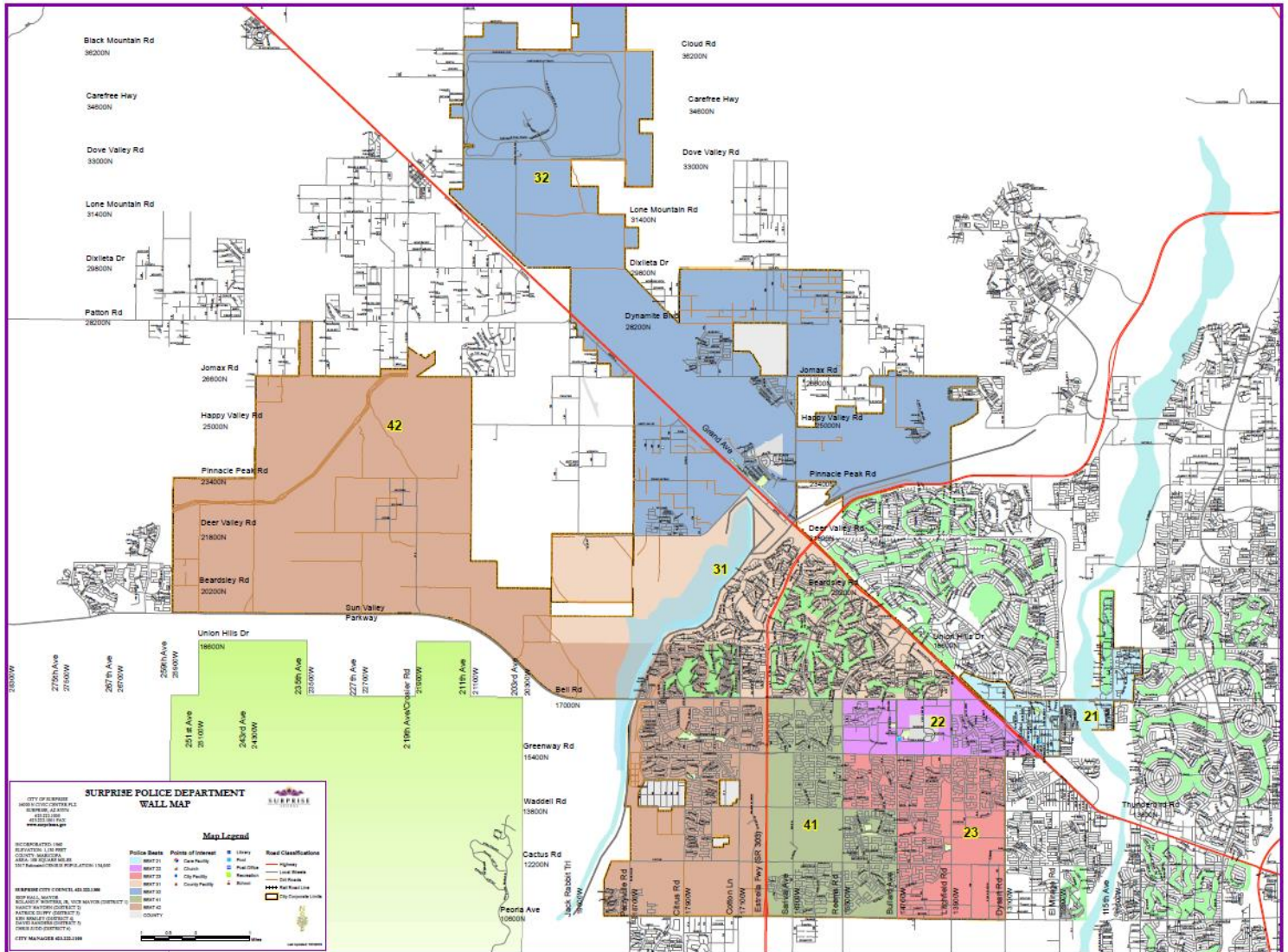
2018 DUI Statistics

Year	Ext DUI	Agg DUI	Misd DUI	DUI Under 21	DUI Drugs	Minor Consumption	Total DUI Charges	Total DUI Arrests
2014	106	27	349	20	16	58	518	314
2015	111	15	251	9	14	19	400	216
2016	104	17	267	4	15	19	407	208
2017	109	18	292	9	30	23	458	230
2018	141	30	350	15	20	2	556	218



POLICE DEPARTMENT

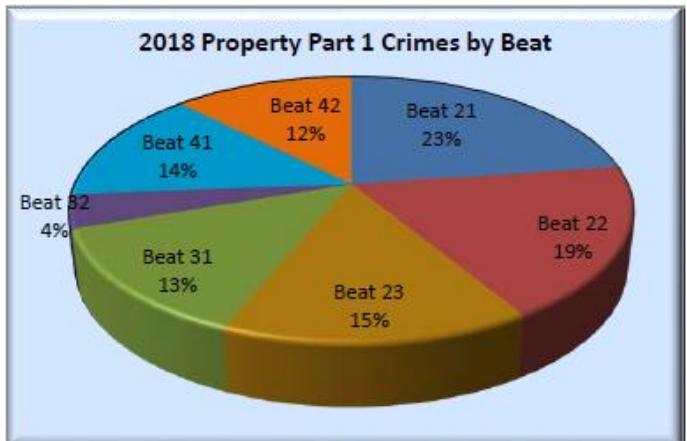
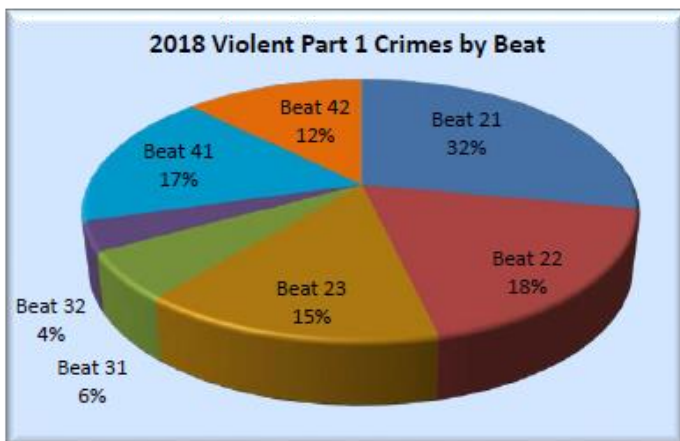
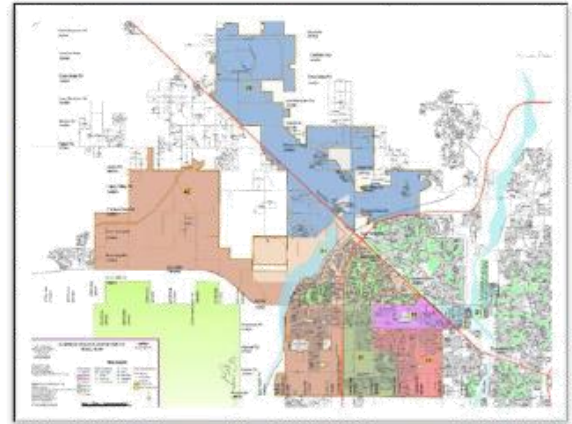
Surprise Police Department Beat Map





Surprise Beats and Part 1 Crimes

Part 1 crimes are comprised of crimes against persons and property crimes. The Beats with the highest total number of Part 1 Crimes are Beat 21 (23%) and Beat 22 (19%). The fewest number of Part 1 Crimes are in Beat 32 (4%) and Beat 42 (12%).



Beat	Homicide	Rape	Robbery	Agg Assault	Total Violent	Burglary	Larceny/Theft	Motor Vehicle Theft	Arson	Total Property	Total Part 1
21	1	7	9	21	38	61	242	36	1	340	378
22	1	4	10	10	25	43	208	29	3	283	308
23	1	4	6	9	20	38	164	24	0	226	246
31	0	2	3	3	8	35	159	22	0	216	224
32	1	0	1	3	5	7	42	12	2	63	68
41	4	3	4	12	23	15	162	30	0	207	230
42	0	2	2	13	17	26	133	29	0	188	205

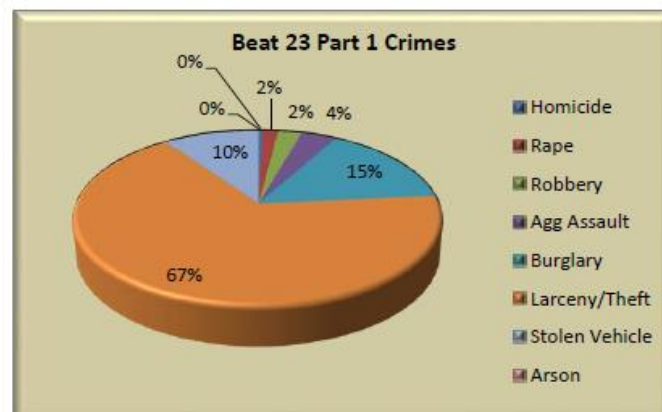
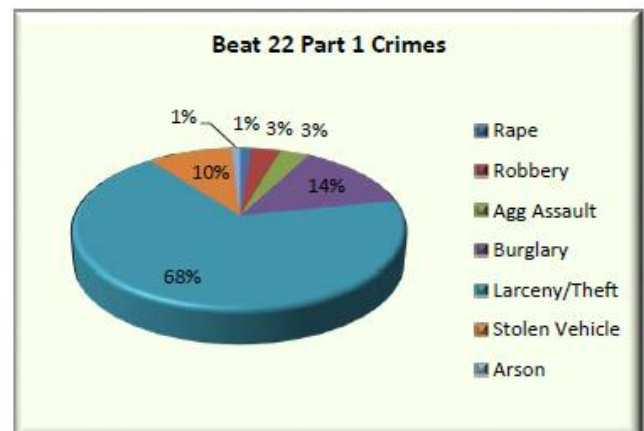
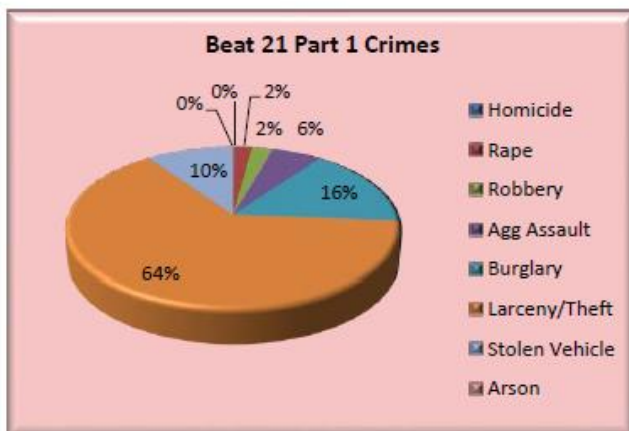
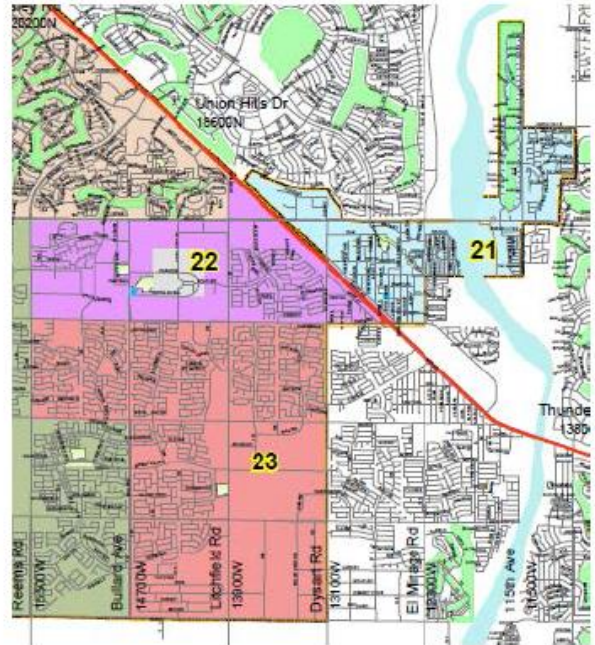


Part 1 Crimes

The charts on the following pages show Part 1 Crimes for each Beat. Part 1 Crimes include:

Homicide
Rape
Robbery
Aggravated Assault
Burglary
Larceny/Theft
Motor Vehicle Theft
Arson

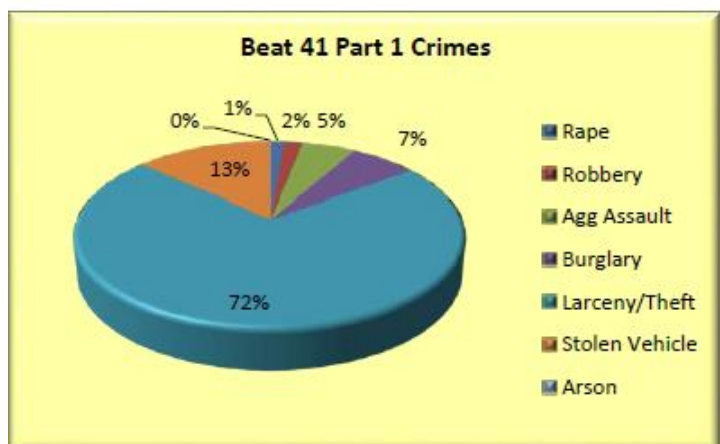
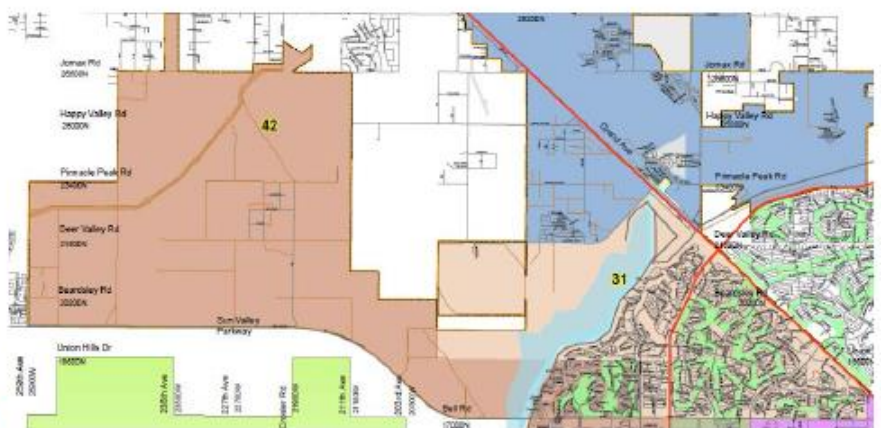
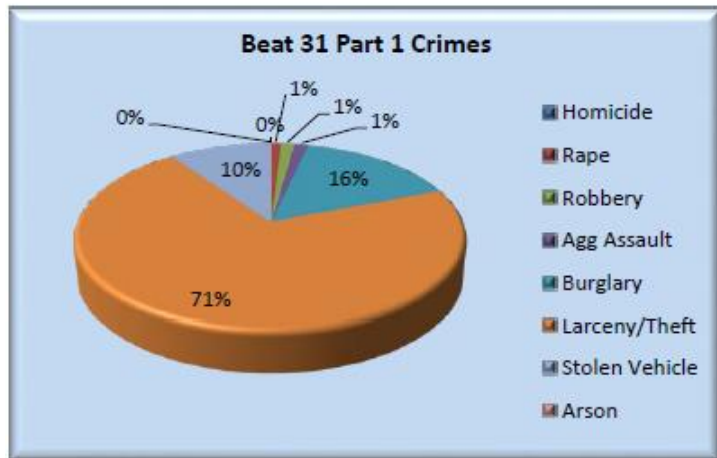
A 0% may be shown on the chart when there are a small number of crimes and the overall percentage is less than 1%





POLICE

DEPARTMENT



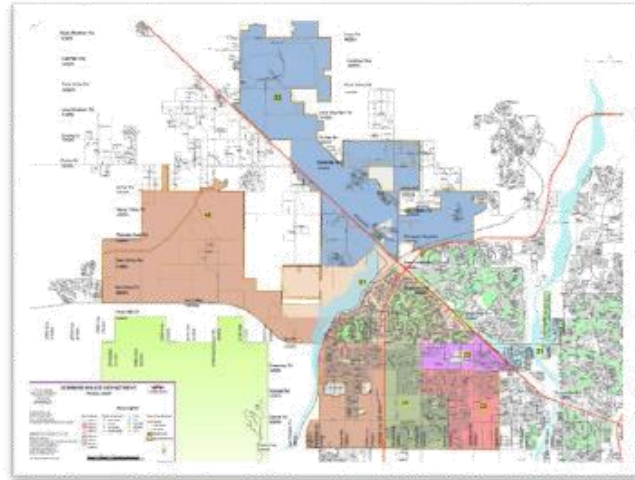


Quality of Life

The Charts on the following pages show Quality of Life crimes for each Beat.

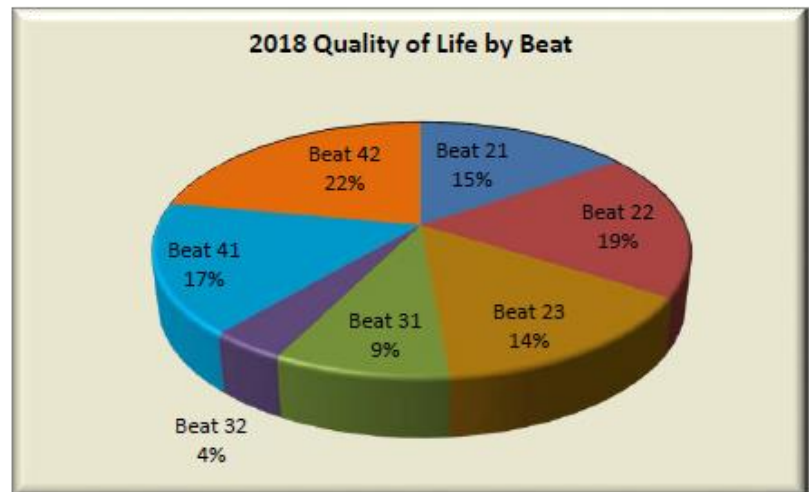
Quality of Life Crimes include

- Criminal Damage
- Graffiti
- Juvenile Problems
- Noise Related Calls
- Disorderly Conduct
- Drugs
- Alcohol Related Calls



In 2018 Beat 42 had the highest percentage of Quality of Life calls (22%) and Beat 32 had the lowest percentage of Quality of Life calls (4%).

A 0% may be shown on the chart when there are a small number of crimes and the overall percentage is less than 1%.



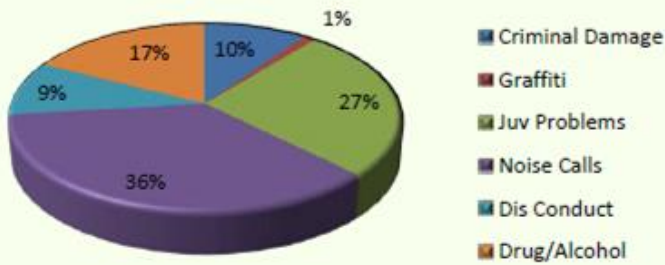
Beat	Criminal Damage	Graffiti	Juvenile Problems	Noise Calls	Disorderly Conduct	Drug/Alcohol	Total
21	100	63	73	214	63	116	629
22	76	8	205	276	73	135	773
23	92	7	152	251	47	52	601
31	60	10	32	153	42	71	368
32	30	12	25	55	19	19	160
41	97	14	142	299	54	78	684
42	80	13	274	370	94	80	911



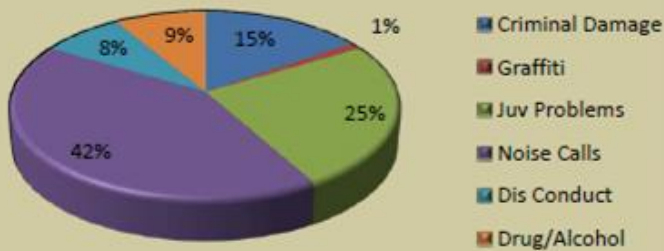
Beat 21 Quality of Life



Beat 22 Quality of Life



Beat 23 Quality of Life

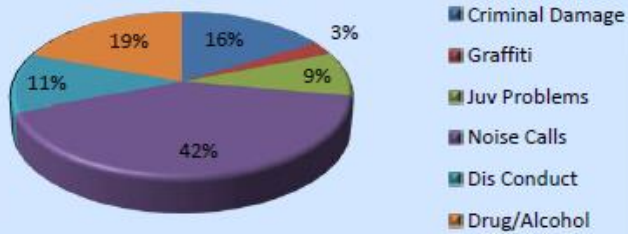




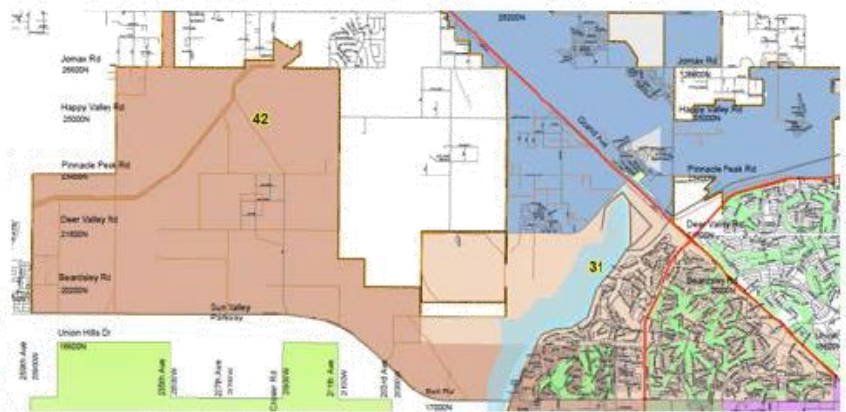
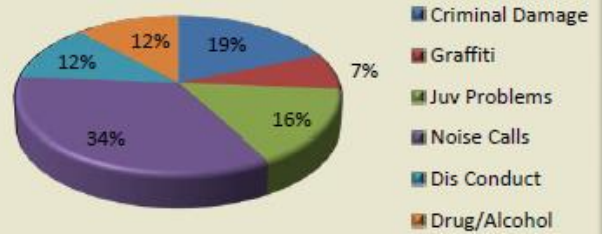
POLICE

DEPARTMENT

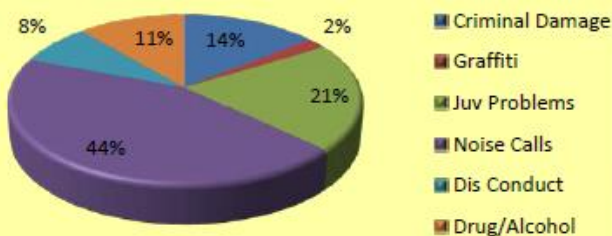
Beat 31 Quality of Life



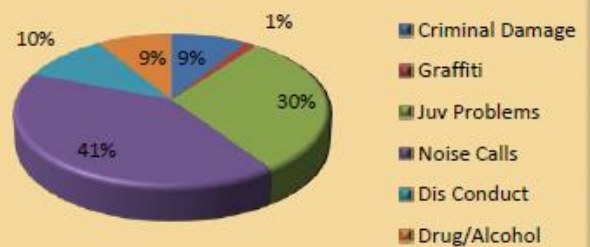
Beat 32 Quality of Life



Beat 41 Quality of Life



Beat 42 Quality of Life





Response Times

Priority 1 calls are those in which there is an imminent danger to life or major damage/loss to property or an in progress or just occurred major felony. These would be of a serious nature or have a degree of immediate personal danger or harm.

Priority 2 calls are those in which a crime in progress might result in a threat of injury to a person, or major loss of property or immediate apprehension of a suspect. These calls are urgent but not known to be life threatening. This includes traffic accidents with injuries or traffic accidents blocking a roadway.

Priority 3 calls are non-emergency requests for service to report a crime after the fact.

Dispatch Time (Start=Call is received, End=First Officer is enroute)

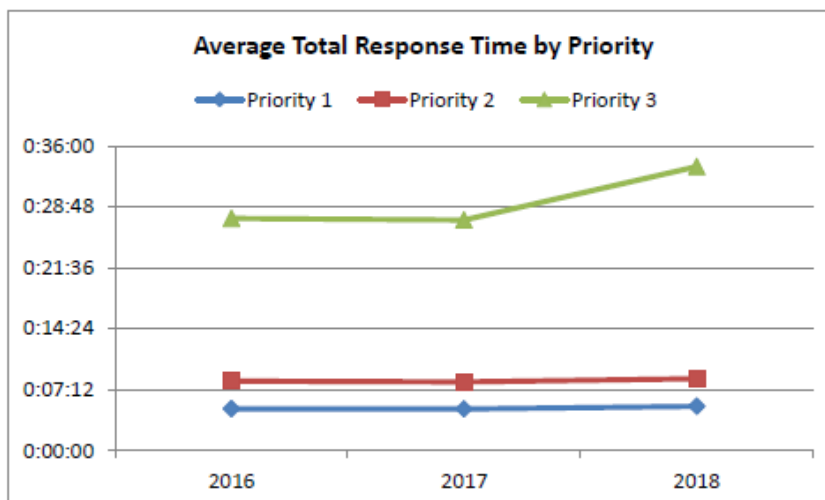
Officer Response Time (Start=When Officer is enroute to call, End=First Officer arrives on scene)

Response Time (Start=Call is received, End=First Officer arrives on scene)



Year	Priority 1			Priority 2			Priority 3		
	Dispatch	Ofc. Response	Total Response	Dispatch	Ofc. Response	Total Response	Dispatch	Ofc. Response	Total Response
2016	0:00:48	0:04:11	0:04:57	0:01:31	0:06:49	0:08:13	0:16:50	0:11:43	0:27:28
2017	0:00:43	0:04:13	0:04:56	0:01:30	0:06:44	0:08:08	0:16:18	0:12:43	0:27:16
2018	0:00:42	0:04:35	0:05:15	0:01:39	0:06:58	0:08:31	0:21:38	0:13:03	0:33:35

*All times are averages. The actual times for each incident are used to determine each average and therefore the Total Response average will not equal the Dispatch average plus the Officer Response average. Using the actual times gives a more accurate average.



2018 Communications

911 Calls
Surprise 49,070

Queue 65,455
Administrative 25,185
SPD Calls for Service 42,919
SPD Officer Initiated 48,750

% of 911 Calls answered
within 10 sec. 95.99%

Tape Duplication Requests
Surprise 625

Warrants Entered
Surprise 1,260



Office of the Chief

The Department Head of the Police Department is the Chief of Police, and the executive officer is the Assistant Chief of Police. The Office of the Chief is comprised of six sworn employees and two civilian professionals. The Office of the Chief staff includes the department's Legal Advisor, an Administrative Specialist Senior and an Administrative Specialist. The Professional Standards Unit reports directly to the Assistant Chief of Police.

Professional Standards Unit

The Professional Standards Unit (PSU) is part of the Office of the Chief. This unit is under the direction of the Assistant Chief of Police and staffed by two sergeants and a lieutenant. All records and files involved with the functions of PSU are housed in a locked and secured office as well as saved electronically to a server dedicated to housing secured PSU confidential administrative files including, but not limited to, scanned written documents, photographs, and audio and video recordings.

PSU maintains control over all administrative inquiries and investigations brought into the Department through the complaint process. This control includes assigning the case numbers, collecting all of the corresponding documentation, determination of the seriousness of the allegations (Group 1 – more serious allegations, Group 2 – less serious allegations) and storage of the results of the investigation, to include any copies of corrective action or discipline issued as a result of an investigation. The unit is responsible for the records storage of all Administrative Investigations, Collision Review Boards (CRB), Pursuit Review Boards (PRB), Use of Force (UOF), Departmental audits and inspections, and for assisting the City Attorney's Office and the Human Resources Department with matters pertaining to Police Department personnel. The unit is also responsible for Training Department personnel in matters relating to the functions of the Professional Standards Unit.

The Surprise Police Department responded to 88,685 incidents in 2018, which resulted in 1,325 booking arrests and 1,047 cite and release arrests. Although the Department arrested a total of 2,372 individuals, there were only 77 instances where force was used in 2018.

The following table summarizes the 2018 calendar year and provides a comparison with 2014 - 2018.

Activity	2014	2015	2016	2017	2018
Divisional Investigations (Non-PSU)	49	64	41	81	51
Internal Investigations (PSU Investigated)	52	47	37	20	32
Performance Improvement Plan	0	1	0	3	6
Collision Review Board (number of collisions)	23	19	14	32	35
Complaints Concerning Discriminatory Practices	1	3	4	1	3
Use of Force Reviewed	-	104	89	51	77
Pursuit Review	-	5	5	2	6

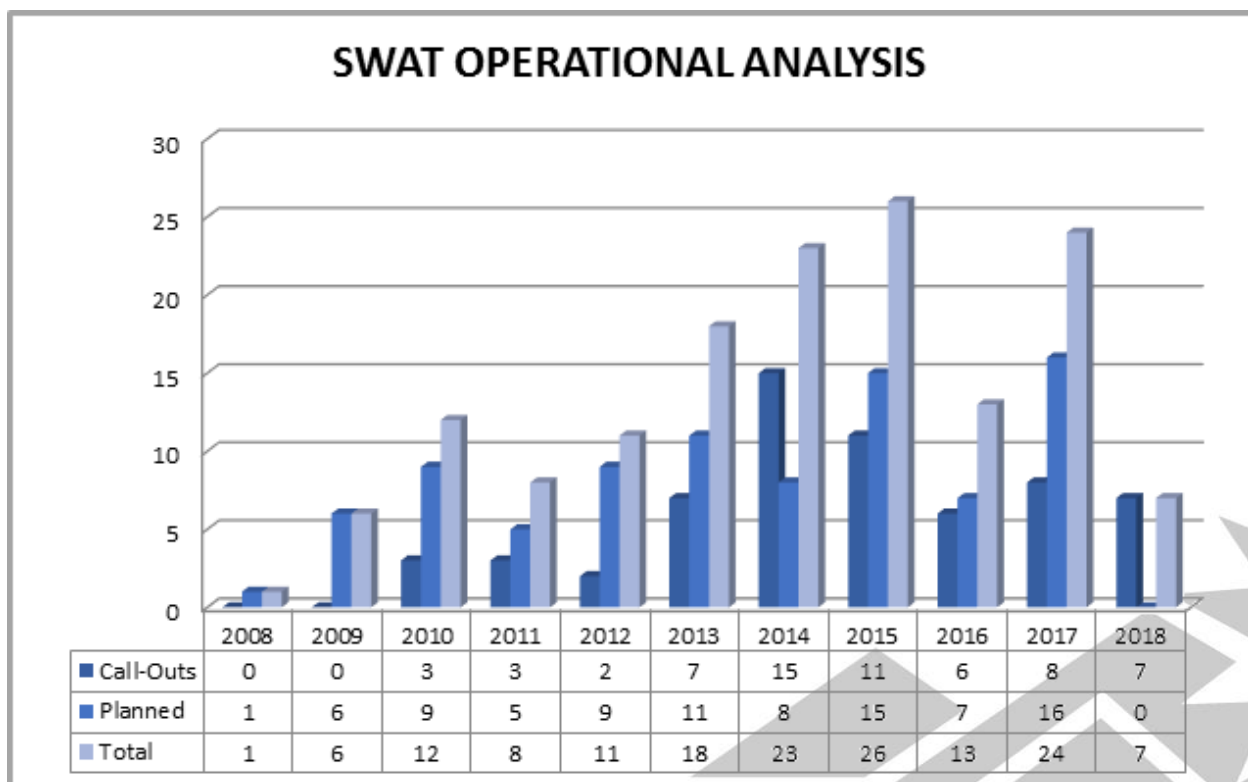


Special Assignment Unit (SAU)

The Surprise Police Department's Special Assignment Unit (SAU) is comprised of the Special Weapons and Tactics Team (SWAT), the Tactical Emergency Medical Support (TEMS) and the Crisis Negotiation Team (CNT). The Department's SAU is a part-time team with other primary responsibilities (e.g., patrol, investigations, training). Each team reports to a lieutenant, and is overseen by the Commander of the Professional Development Division, who reports directly to the Assistant Chief of Police.

Special Weapons and Tactics Team (SWAT)

The Surprise Police Department's specially trained SWAT (special weapons and tactics) team, formerly identified as SAU (Special Assignments Unit), was formed in 1994 and continues to evolve and adapt to the needs of the department and the community. The team is comprised of personnel from across the department including Field Operations, Criminal Investigations, and Professional Development who take on this additional assignment in order to address high-risk situations which exceed the capabilities of first-responders. Personnel assigned to the team maintain 24 hour/day availability, train regularly and respond as requested. SWAT was deployed 7 times in 2018.





The primary objective of SWAT is the protection of lives and to minimize the impact of a crisis to a community when a tactical response is necessary. Examples of the types of situations the team responds to are:

- Barricaded suspects
- Incidents involving weapons of mass destruction or hazardous materials
- High risk search warrants/arrests
- VIP protection details
- Counter sniper
- Hostage situations
- High Risk Arrests

The Surprise Police and Fire Departments are regional partners in the Phoenix Urban Area Security Initiative (UASI) program. The UASI program provides financial assistance to address the unique multi-discipline planning, organization, equipment, training, and exercise needs of high-threat, high-density urban areas, and to assist these areas in building and sustaining capabilities to prevent, protect against, mitigate, respond to, and recover from threats or acts of terrorism. The SWAT Team is the operational component from the Surprise Police Department and is actively involved in fulfilling the goals of the UASI program. As a result, the Surprise Police Department and the SWAT Team are recognized as a regional asset.

Tactical Emergency Medical Support (TEMS)

Surprise Police and Fire-Medical Departments continue to partner through the tactical emergency medical support program (TEMS), which provides emergency medical care during high-risk incidents as integrated members of Surprise PD SWAT. TEMS medics are Fire-Medical Department employees with paramedic certification who receive 40-hours of additional training for tactical medicine, as well as on-going monthly training with all members of SWAT.

Crisis Negotiations Team (CNT)

The Surprise Police Department's specially trained Crisis Negotiations Team (CNT) responds to high-risk, high-profile scenes involving/including, but not limited to, suicide where the means of suicide represents a risk to the public or public order, barricaded criminals, as part of pre-planned operations for large-scale events. CNT works in partnership with SWAT developing actionable intelligence regarding any negotiations or tactical problems. The team works to establish and maintain lines of communication with suspects and uses active listening and negotiation skills to aid in the safe resolution of incidents. The team is deployed with SWAT and maintains 24/7 availability and operational capability.



Critical Incident Stress Management Team (CISM)

The Surprise Police Department recognizes that members are subjected to high levels of stress particularly in the performance of their duties. The CISM program has been developed to lessen the effects of stress on both the member and his/her family after a critical incident has occurred. The overall purpose is to provide a controlled setting in which a person can both vent and discuss their feelings as a result of a critical incident. Our current CISM team is comprised of a CISM Administrator, several CISM Coordinators, and several team members. The CISM Team work together with the other department personnel to hasten the rate of recovery for those who are having normal reactions to abnormal events. Through the use of a debriefing and/or defusing, CISM can often accelerate the recovery time of a member from stress related problems and permit the personnel involved to return to work with a greater understanding of the reactions they were experiencing.

Public Information Officer (PIO)

The purpose of this position is to inform the public and news media of events that may affect the lives of citizens in the City of Surprise.

In review of 2018, the Police Department had two Sergeants trained to handle public information and act as the liaisons between the Department and the local media outlets.

The PIO Sergeant maintains the sole responsibility of expanding our media relations and conducting proactive public information programs. Several listed goals for the PIO Sergeant are to increase our social media followership and to produce more effective and efficient public service announcements or video messages which reinforce our community policing initiatives.

In regard to daily responsibilities, the PIO Sergeant produces press releases promoting programs or events to the appropriate outlets. They respond to news media inquiries, respond to scenes, and assist the on-duty/on-call Lieutenant or supervisors with releasing information to the news media. The PIO Sergeant coordinates and authorizes the release of information regarding victims, witnesses, suspects, and the release of confidential investigations and operations as appropriate.

The PIO Sergeant is responsible for assisting news media personnel in covering stories at the scene of incidents, assisting in arranging and conducting news conferences, and developing procedures for releasing information when other public service agencies are involved in a mutual effort. They will be the primary contact for the Arizona Abducted Child Alert program and will also provide police department staff with recommendations when dealing with media related issues. The PIO Sergeant notifies the command staff of daily media inquiries.



POLICE DEPARTMENT

The PIO Sergeant continues to work with City Communications, NCM Media Networks and AMC Theaters to place informative and educational Public Service Announcements on the movie screens. This has allowed the department to reach up to 10,000 citizens and visitors a week in an environment with few distractions.

Over the past year, the PIO Sergeant has made numerous appearances on the Fox 10 morning show for the Warrant Wednesday Segment. During these appearances, the PIO Sergeant is able to show pictures and/or video from crimes which occurred in our city and reach out to the public for assistance in identifying the individual(s) involved. This segment has been very successful with numerous identifications being made.

On-call responsibilities are shared between the PIO Sergeant and the Crime Prevention Unit Sergeant. The on-duty or on-call PIO's shall be responsible for disseminating information to the media (press releases) and answering media inquiries. When necessary, the on-duty or on-call PIO shall designate staff to conduct media on-camera interviews, standups and/or sound bites in lieu of the PIO.

In house video productions have continued to increase in quality and quantity. The PIO Sergeant currently runs two regular PSA series designed to educate residents on important topics. Traffic Tip Tuesday and the Animal Control Corner have been well received by our audiences and continue to draw in new subscribers.



Citizens Patrol Unit

The Surprise Citizens Patrol is a nationally recognized, award-winning volunteer organization, the mission of which is to assist the Surprise Police Department and to help ensure a safe environment for the people who live and work in the City of Surprise.

Citizens Patrol volunteers act as extra eyes and ears for the Police Department. The volunteers help prevent and reduce crime through the observation and reporting of suspicious or possible criminal activities. The volunteers conduct vacation house checks, deliver internal city mail, direct traffic at accident scenes and are called out to assist with emergencies. The Citizens Patrol Unit currently has 56 volunteers.

The Citizens Patrol participates in most events sponsored by the City, providing traffic control and additional security. Spring training is one of the major events in which the Citizens Patrol members provide traffic control for all games at the Surprise Stadium. The Citizens Patrol Unit is active in Surprise shopping centers during the holidays providing patrols via car, bicycle and on foot, resulting in almost non-existent criminal activity during this time.



The Citizens Patrol plays a critical role in the Surprise Police Department's ability to provide additional services to the community. Those services include:

"We Care" Program - "We Care" is an automated telephone reassurance program designed to make automated telephone calls to check on the welfare of vulnerable adults, at a specified time of their choosing. If a participant fails to answer the automated call after three attempts, a police officer or a Citizens Patrol volunteer is dispatched to the residence to check on the participant.

Vacation Watch Program - The Vacation Watch program is offered to residents who will be away from their homes for a minimum of two weeks. The goal is to check each residence that has been entered into the program once every four days. If there is anything suspicious observed, a Police Officer responds and the owner or designated key holder is notified.

Specialized Equipment Detail - Volunteers are trained in the operation, set up, and maintenance duties related to the Mobile Command Van, Special Assignments Unit vehicles and equipment, and other patrol vehicles.

Parking Enforcement & Education - Volunteers issue parking citations, primarily for Disabled Parking Violations. The CPs educated numerous violators to ensure they would be in compliance in the future.

Special Detail Traffic Control - The CPs assisted with traffic control for numerous city sponsored events throughout the year, such as the Spring Training Baseball, Tennis Tournament, City Swap Meet, Annual City Party, and the 4th of July.

The Strike Force - Citizens Patrol volunteers are on call 24 hours a day, on a rotational basis, to assist with amber alerts, vehicle collisions, missing persons, and various public safety incidents.

Public Safety Car Seat Program- Citizen Patrol members volunteered 557 hours assisting with car seat clinics held in 2018. Volunteers conducted 366 safety seat instructions and installations.

Citizens Patrol volunteers donated 29,080 hours of service to the Police Department and the City of Surprise in 2018, performing vital services at minimal operational expenditures and no salary costs. The cost avoidance to the City was about \$717,985.20.

Citizens Patrol	
Patrol Hours	10,142
Administrative & Direct Support Hours	1,951
Community Events & Special Detail Hours	14,892
Training	2,095



Administrative Services Division

The Administrative Services Division is comprised of the Records Unit, Financial Management, Grant Funds, Communications Section, Property and Evidence, 28-3511 Vehicle Impounds and Off-Duty Coordination, Community Relations Unit, and the Citizens Patrol Unit. These functions provide services to both internal and external customers. The Communications Section and Records Unit are often the first contact a citizen will have with the Police Department. Therefore, the Administrative Services Division emphasizes professionalism, customer focus and high quality customer service.

Records Unit

The Records Unit is responsible for the processing and retention of all police reports and for providing computerized criminal history information used by officers to investigate and prosecute criminals. The staff assists with requests for copies of police reports, processing of felony and misdemeanor arrests, juvenile referrals, data entry of traffic accidents and citations, answering incoming non-emergency phone calls, collection of fees, scheduling officer interviews, subpoenas, Uniform Crime Reporting (UCR) and the scanning/attaching of related documents into the Records Management System. The Records Unit is the repository for department records such as citations, traffic collisions and criminal and non-criminal cases initiated by law enforcement officers. The unit provides high quality service to both internal and external customers.

Type of Request	2018
Records Request Processed	8,129
Subpoenas Received & Processed	681
Citizens Assisted	5,080
Traffic Citations Entered	348
Uniform Crime Reporting Hours	619
Documents Scanned	77,331
Taser Video Request	674
Taser Video Processing Hours	1034



Financial Management

The Administrative Services Division is committed to fiscal responsibility and focusing budget related decisions toward the achievement of department goals.

Budget Year	Budget Allotted
2018 Police Department Operating Budget	\$27,623,500
2017 Police Department Operating Budget	\$26,412,300
2016 Police Department Operating Budget	\$24,469,400

2017-2018 Grant Funds

During Fiscal Year 2017-2018, the Surprise Police Department actively sought and was awarded \$923,789 in grant funding.

2017 Grant Funds

Dept. of Justice (COPS)	\$250,000	(2) Community Relations Officers
Governor's Office of Highway Safety	\$40,000	DUI Enforcement/Overtime Grant
Governor's Office of Highway Safety	\$7,500	Know Your Limit
Governor's Office of Highway Safety	\$7,165	Drug Screening System
Governor's Office of Highway Safety	\$4,000	Buckle Up AZ
Governor's Office of Highway Safety	\$10,000	STEP Overtime
AZ Department of Homeland Security	\$50,000	SWAT Equipment & Training
AZ Department of Homeland Security	\$9,000	UASI Reallocation
VOCA: Victims of Crime Act	\$96,951	Support for Victims Advocacy Program
USDOJ - DEA Task Force	\$35,506	Drug Enforcement Agency Task Force
2017 FUNDING TOTAL	\$510,122	



2018 Grant Funds

Governor's Office of Highway Safety	\$20,000	DUI Enforcement/Overtime
Governor's Office of Highway Safety	\$9,700	Know Your Limit
Governor's Office of Highway Safety	\$43,724	STEP Equipment
Governor's Office of Highway Safety	\$20,250	STEP OT & Supplies
Governor's Office of Highway Safety	\$8,800	Ped & Bike Enforcement & Training
Governor's Office of Highway Safety	\$20,250	Ped & Bike Safety Enforcement
Governor's Office of Highway Safety	\$15,483	Occupant Protection Enforcement
Governor's Office of Highway Safety	\$20,000	DUI Abatement
Governor's Office of Highway Safety	\$25,000	Ped & Bike Focus Education
Governor's Office of Highway Safety	\$4,000	Buckle Up AZ
AZ Department of Homeland Security	\$60,000	SWAT Equipment & Training
VOCA: Victims of Crime Act	\$121,992	Support for Victims Advocacy Program
US Marshall Services	\$8,384	JLEO Task Force Overtime
USDOJ - DEA Task Force	\$36,084	Drug Enforcement Agency Task Force
2018 FUNDING TOTAL	\$413,667	



Communications Section

The Communications Unit (COM) is the primary point of contact, responsible for initiating the response of public safety resources in the City of Surprise for both emergency and non-emergency situations.



As these services are available on a 24/7 basis, the center employs 23 members to ensure we provide an appropriate and expeditious response for each situation. Team members are trained to provide high-quality customer service that is consistent, while also ensuring the safety of our citizens and responding public safety personnel.

On April 2, 2018, Public Safety Answering Points (PSAP) across the valley implemented Text-to-911 services. This emerging technology ensures emergency services are available to those with hearing or physical impairments or those in an emergency situation who could not otherwise effectively/safely call into a 911 center. As a result of our collective efforts, we were awarded the Desert Peaks Regional Partnership award.

Throughout the year, we explored and implemented various software, database access and/or equipment to improve the effectiveness of our day-to-day operations. Such items include, but were not limited to:

CARNAC
Quality Assurance software
9-1-1 touch screens

To improve our community awareness and strengthen relationships, our team attended numerous city events to educate community members on the functions and general operations of a public safety communications center. It also afforded our team an opportunity to hear first-hand about the concerns and feedback our community members have to offer and how we can work to improve future interactions on behalf of the department. More importantly, it is an opportunity for the COM team to hear first-hand how appreciated they are by the community they serve.





Property and Evidence Unit

The Property and Evidence Unit performs a wide variety of non-emergency support services such as processing, transporting, documenting, and storing evidence and property. Additional responsibilities include processing recordings, photographs, and requests for evidence from internal departments and police personnel, releasing property to appropriate individual(s) per City codes, destroying illegal weapons and narcotics, inspecting property room inventory and ensuring compliance with state and federal statutes regarding the storage, destruction and sale of property. In 2018, the Property and Evidence Unit processed and stored 10,110 items of property, released 1,883 items and disposed of 10,861 items.

Vehicle Impound Program

Law enforcement officials may impound a vehicle, subject to certain exceptions, if there is probable cause to arrest the driver for certain DUI offenses. The vehicle must be impounded for thirty (30) days; however, under certain circumstances, the owner may be able to get the vehicle back sooner, if the vehicle was stolen or the owner was driving the car at the time of impoundment and can prove his/her driving privilege had been reinstated. The law guarantees the owner of the impounded vehicle a post-storage hearing to contest the impoundment's validity. The vehicle owner is responsible for towing charges and storage fees. (The law caps the storage fee at \$15 per day). The vehicle owner is also liable to the law enforcement agency for administrative fees of up to \$150 (Ariz. Rev. Stat. §§28-3511–3515).

2018 Vehicle Impound Program	
Total Impounds	694
Total Hearings Conducted	787
Total Vehicle Releases	648
Total Telephone Calls	4,829
Total Administrative Fees Collected	\$84,750
Total Administrative Fees Collected since February 2008	\$1,155,840



Community Relations Unit

The Community Relations Unit is comprised of one sergeant and five officers. The unit is designed to provide a direct line of contact to the community to serve citizens one on one for issues of residential and business security, risk assessments, block watch and community blight issues. Community Relations officers act as a resource and support team for other department units as they strive to improve partnerships between citizens and police officers. The Community Relations Unit works with residents, homeowners' associations, citizen advocates and fellow officers to locate nuisance areas, identify needed resources and assist in coordinating a proactive response. The unit is actively involved in the teaching, coaching and mentoring of the Surprise Police Department's Explorer Post 2236. This vibrant partnership instills the department's core values of Integrity, Professionalism, Accountability, High Quality Service and Customer Focus into teens enrolled in the program. These teens are equipped to carry these values into the law enforcement industry.

Below is a summary of the Community Relations Unit's activities/accomplishments for the 2018 calendar year:

- The Community Relations Unit continues to utilize "Community Engagement Events" as a tool to connect with citizens and share important safety messages. Members of the Community Relations team set up a table at various businesses within the city, particularly those in close proximity to high activity areas, and subsequently spread the word regarding the departments various safety campaigns.
- In 2017 the Community Relations Unit launched a new program aimed at our furry friends and their owners, Dog Walker Watch. This program is similar to Neighborhood Watch and encourages people walking their dogs to report suspicious behavior when they see it. A dog walker and their best friend are in the neighborhoods often and have a good grasp on who or what may not look right in the neighborhood and are encouraged to call police when they observe something out of the ordinary. In 2018 we have continued to promote this program as a way to combat neighborhood issues.
- The "Lock it or Lose it" campaign has remained one of the Community Relations Unit's primary focuses.
- The Crime Free Multi Housing program has continued to encourage positive partnerships between community managers and the Surprise Police Department.
- The Risk Assessment Program continues to be the cornerstone of the Community Relations Unit's efforts to reduce the likelihood of victims being targeted multiple times. This program offers free site surveys to residents and business owners. Community relations staff evaluates the premises based on proven Crime Prevention Through Environmental Design (CPTED) principles and provide actionable feedback for the resident/business owner to take in order to maximize the safety of their premises.



POLICE

DEPARTMENT

- Nearly all victims of residential or commercial burglaries are contacted following being victimized and are offered a free risk assessment survey.
- The Community Relations unit has managed the Med-Return drug takeback program. During calendar year 2018 the unit collected 1,310 lbs. of medications for destruction.
- The Community Relations Unit regularly attends Homeowners Association meetings.
- The unit maintains an active presence on the social media site Nextdoor.com on behalf of the Surprise Police Department. Nextdoor initially added access to over 3,000 citizens and has since grown to more than 22,000 citizens. This website continues to be an effective venue for communicating with community members.
- The unit participated in 122 community events during the calendar year. Events include but are not limited to: GAIN Night, Fiesta Grande, police station tours, and community block parties
- School Resource Officers – In keeping with the Surprise Police Department's commitment to develop and perpetuate programs designed to prevent and control juvenile delinquency, the School Resource Officers continue to promote positive relationships between the Police Department and young adults within the community. There is one School Resource Officer assigned to each of the three Dysart School District High Schools in Surprise. During 2018, the Resource Officers began developing a Juvenile Diversion Program aimed at keeping juvenile offenders out of the justice system but still holding them accountable for their actions. This program allows offenders to enter the program for select offenses, makes them accountable for their actions, while keeping them out of the court system and the offense off the offender's record.
- Explorer Post #2236
 - In June 2018, the Post competed in the National Law Enforcement Explorer Competition held in West Lafayette, Indiana. Designed to be physically and mentally demanding, various law enforcement agencies from around the country participated in this competition. Events are designed to test the strengths and limitations of a person's intelligence, personality, demeanor, professionalism, and physical abilities, as well as their dedication and conviction to the Explorer Program. Explorers are given the opportunity to test their skills in real life situations including: Traffic Stops, Building Searches, Use of Force, Crime Scene Investigation, Crisis Negotiations and Active Shooter, just to name a few. The entire Explorer Post did an amazing job during the competition, with one team member placing 3rd in the "Police Bike" course and one of the Explorer Post Teams placing 4th in "Emergency First Aid."
 - Explorer Post #2236 donated over 4000 hours of volunteer services to the City of Surprise during calendar year 2018.



Criminal Investigations Division (CID)

The Criminal Investigations Division is comprised of highly motivated and trained sworn officers and civilian employees who provide support in many areas. The division's values of Integrity, Professionalism, Accountability, High Quality Service and Customer Focus are in line with the Department's values.

Criminal cases requiring further investigation are received in large part from the initial reports taken from officers while on patrol. Police reports are submitted to the Criminal Investigations Division and reviewed based on solvability factors that are in place from the time the initial patrol officer takes the report. These submitted cases are reviewed by supervisors and assigned to detectives from the appropriate unit. All members spend a considerable amount of time assisting other units in the division, while maintaining their own caseload.

Property Crimes Unit

The Property Crimes Unit (PCU) is responsible for the investigation of all burglaries, thefts, fraud and identity theft related crimes. Under each major crime category, detectives in the Property Crimes Unit are also assigned to investigate incidents of arson, criminal damage, shoplifting, and counterfeit currency. The department's pawn program is also a responsibility of the property crimes unit.

Currently, the unit is staffed by one sergeant and six detectives. The detectives are divided into specific areas of investigation: five detectives are assigned to burglary and theft cases, and one detective assigned to fraud and identity theft investigations. The unit supervisor also oversees a police officer assigned as the court and county attorney liaison, and a civilian crime analyst.

The Property Crimes Unit investigated 901 cases in 2018.

Violent Crimes Unit

The Violent Crimes Unit (VCU) is comprised of one sergeant and four detectives. The Units primary objective is to assist and continue investigations generated by the field operations division and see them through to prosecution.



The Violent Crimes Investigators specialize in homicide, suicides or any death where foul play is suspected or is related to an Industrial accident. The investigations involving any and all law enforcement personnel shootings occurring within the City of Surprise, to include in-custody deaths, domestic violence incidents, kidnapping, runaway juveniles, aggravated assault, and assault. All forms of robbery, extortion, missing person investigations where foul play is suspected, elder abuse, and any other criminal offense as directed by the commander of the division.

In addition to sworn detectives, this unit also contains:

- **Crime Scene Specialist:** This civilian employee is responsible for, but not limited to, processing and collecting evidence from crime scenes, scene and evidence photography, and comparing latent prints taken by Field Operations to assist with identifying suspects. This position was vacant the last three months of the year when the specialist left the department to seek career advancement elsewhere.

The Violent Crimes Unit investigated 419 cases in 2018, and closed 495 cases during the year.

Special Investigations Unit

The Special Investigations Unit (SIU) Investigators specialize in the investigation of Sex Assaults, all Crimes Against Children, forensic interviews, Department of Child Safety referrals, and the Sex Offender Notification Program. The unit consists of one sergeant, five sex crimes detectives, and one civilian computer forensics investigator. In 2018, the unit gained a detective position dedicated to the Sex Offender Notification Program.

The Special Investigations Unit investigated 273 cases in 2018 relating to sexual offenses and crimes against children. In 2018, the computer forensics investigator handled 62 investigations, 15 computers, 109 smart phones, and 22 other electronic devices were forensically examined resulting in 11,708 gigabytes processed.

Neighborhood Response Unit (NRU)

The Neighborhood Response Unit (NRU) was established in 2012 to utilize officers and investigators to aggressively pursue those prolific offenders driving our crime rates. The NRU focuses primarily on reducing Part 1 UCR property crime, assisting the agency with violent crimes and high-profile cases, and addressing and resolving identified property crime trends.

The unit is comprised of one (1) sergeant and four (4) detectives who are responsible for providing support to investigative services for Field Operations Units, as well as the Criminal Investigations Units. Members of the NRU specialize in the investigation of burglaries, automobile thefts, illegal drug use/sales and felony property thefts. These issues, while considered to be street-level, oftentimes have many suspects involved and patterns of criminality among the participants that require extensive investigative resources and intelligence gathering. Also assigned to NRU are two (2) taskforce officers, who are assigned to joint operations with the U.S. Marshal's Office and the Drug Enforcement Administration (DEA).



Victim Assistance Unit

The Surprise Police Department Victim Assistance Unit (VAU) provides a continuum of services to support victims of crime and encourage and empower victims to exercise their rights. The Victim Assistance Unit focuses on the needs of the victim, while advocating for their constitutional rights. The advocates serve as a liaison between the victims, patrol officers, detectives and prosecutor's office. VAU was awarded a Federal VOCA grant in the amount of \$368,236 for three years from October 1, 2017 through September 30, 2020. This award funds 85% of the victim advocate coordinator and part time victim advocate's salary; training for advocates; the purchase of two laptops, and the monthly fees for two cell phones designated for advocates. The VAU has five volunteer advocates who selflessly donated 1,696 hours assisting crime victims. They assisted with obtaining 17 Orders of Protection and Injunctions Prohibiting Harassment, 62 court accompaniments, transported 14 victims to forensic interviews and medical examinations and provided 194 community members with walk-in services.

In 2018, the Victim Assistance Unit received 923 cases in the following areas.

	Cases Received	Direct Services Provided
Assault	268	182
Domestic Violence	495	434
Child Abuse	5	5
Child Molest	16	15
Court Order Violation (DV)	46	40
Homicide	8	6
Threatening/Harassment	22	14
Sexual Assault	18	17
Robbery	25	23
Indecent Exposure	4	4
Child Neglect	0	0
Death Investigations	16	16
Totals	923	756



Crime Analysis Unit

The Crime Analyst compiles, analyzes and reports findings on crime and other related statistical data and information for the Police Department. The Crime Analyst acts as a liaison with other police departments. The Analyst creates statistical reports by compiling, organizing, and reviewing crime reports and other documents; reviews, analyzes, investigates and integrates statistical information; determines and makes conclusions regarding patterns, trends, "hot spots," suspects, etc.; and develops recommendations for appropriate police department responses, to include planning, tactical or preventive deployment.

Field Operations Division (FOD)

Field Operations is the largest division within the Surprise Police Department and is under the direction of the Field Operations Commander who reports to the Assistant Chief of Police. Field Operations is comprised of Patrol, Traffic Enforcement, Police Service Dog Unit (K9), Jail Transportation, Reserve Officer Program, Animal Care and Control, and the Park Ranger program. Field Operations has eighty-eight full-time officers and one sworn reserve officer. FOD personnel strive to provide extraordinary law enforcement services with an emphasis on professionalism, accountability and respect.

Field Operations Programs

- **DUI Enforcement** – The Governor's Office of Highway Safety (GOHS) provided grant funding to Surprise for DUI enforcement campaigns and provided grant funding for a new DUI van. Surprise officers participated in 26 DUI Task Forces and hosted 3 enforcement campaigns. Other activities included attending the State Fair to educate on the dangers of driving impaired and conducting a "Know your limit campaign" at Spring Training baseball games, where fans were provided the opportunity to blow into a portable breath test to educate them on levels of impairment.
- **Training** – The Surprise Police Department partnered with the Governor's Office of Highway Safety (GOHS) to host a Horizontal Gaze Nystagmus (HGN) and "wet" workshop. Several other law enforcement agencies sent HGN students to this training, which was hosted in the Surprise Public Safety Building.
- **Child Safety Seat** – Participated in two 40-hour child seat safety installations certification courses; 35 individuals received their installation certification to provide child safety seat installation training to others.



POLICE DEPARTMENT

- **School Liaison Officer Program** – The School Liaison Officer Program provides a liaison officer to all the elementary schools within the jurisdiction of the City of Surprise. The program was established to build positive partnerships with school administration and staff and to enhance communication and police visibility on school campuses. Officers are assigned to schools within their designated beats based on their scheduled hours. The officers meet with school administrative staff weekly in order to be visible to staff, students, and parents. The officers interact with staff and students during lunch periods, recess, and at the start or end of school to build relationships between the youth and officers. Officers document concerns from their contacts and communicate the information to their beat team sergeant.
- **Citizen Observer Program** – Designed to provide residents a personal, up-close look into the on-duty ‘life’ of a police officer by placing them in the passenger seat during an officer’s shift. The setting provides an ideal opportunity for residents and officers alike to talk less formally, gain insight into respective concerns and develop relationships that last beyond the short time spent in the car. A number of requirements and restrictions apply in an effort to keep everyone safe. Generally required to be 18 or more years of age, Police Explorers and those enrolled in law enforcement-specific programs may be permitted.
- **Reserve Officer Program** – The Surprise Police Department’s Reserve Officer Program, in addition to bolstering general staffing needs, helps facilitate the transference of institutional knowledge and expertise. Reserve officers fill vital roles within the Department within the Field Operations Division, the Criminal Investigations Division, and the Training Unit. The Department currently has one Reserve Police Officer and is looking to grow the program. Reserve officers are uncompensated, fully sworn police officers and are required to work a minimum of twenty hours per month.
- **Crisis Intervention Team (CIT) Program** – Recognizing the need for crisis intervention training the Department has undertaken the development of a CIT (Crisis Intervention Team) program. As a part of that effort, more than 30% of the Department personnel (sworn and non-sworn) have attended either an 8 or 40-hour block of instruction of specialized training. While the training is central to the effort, CIT also involves changes in Departmental procedures and approaches as well as collaboration with mental health providers and other community stakeholders. These efforts are ongoing and the program has already proven itself to be invaluable.

Support Services Unit

- The Surprise Police Department’s Support Services Unit is comprised of Traffic Enforcement, Animal Control, Park Ranger, and Jail Transport personnel. Personnel assigned to the Unit report directly to a sergeant who oversees the day-to-day activities. The Unit is an integral component of the Field Operations Division and contributes directly to its success.



- **Traffic Enforcement Officers** – To continually improve traffic safety and enhance community relations within the City, the Surprise Police Department commits officers to traffic enforcement and traffic safety education. Enforcement activities include: speed and aggressive driving enforcement, Click-It-Or-Ticket enforcement, participation in the West Valley DUI Task Force, commercial vehicle inspections, Hands Free Enforcement, Bell Road corridor traffic enforcement and pedestrian and bicycle safety saturation. Education activities include: child safety seat installation events, bicycle rodeos, participating in mock crash at high schools, and social media message via “Traffic Tip Tuesday.” Traffic Enforcement Officers are also responsible for the investigation and prosecution of serious injury and fatal collisions and special event and spring training traffic control.

The Traffic Enforcement Officers attended the following training during 2018.

- The officers attended the AZGOHS Conference
 - Traffic Incident Management Train-the-Trainer School
 - Motorcycle Crash Investigations School – Level 2
 - Hosted an SFST/HGN School
 - Pedestrian/Bicycle Collision Reconstruction School – Level 2
 - Crash Reconstruction I & II
 - Commercial Motor Vehicle Crash Reconstruction School
- **Animal Control Officers** – To provide our citizens courteous, professional, and effective animal control services the Surprise Police Department has trained and experienced Animal Control Officers. The services provided by the Animal Control Officers include: the capturing and impounding of animals, issuance of citations related to animal related crimes, response to animal bite calls and the quarantine of bite animals, and the investigation of animal cruelty cases.
 - **Jail Transport Officers** – To more efficiently and effectively process prisoners and transport prisoners for court appearance, the Surprise Police Department employs experienced and trained Jail Transport Officers. The officers can take custody of a prisoner from an arresting officer, complete the necessary booking paperwork, and book the prisoner into jail allowing the arresting officer to complete an investigation or author the arrest report. The officers are also trained in traffic control to assist with traffic collisions.
 - **Park Ranger** – Keeping with high level of customer service provided by the Surprise Police Department, the Park Ranger provides a uniformed patrol presence in all of the City’s parks. The Ranger interacts with citizens, identifies and addresses safety concerns, and educates the public on park rules, regulations, and amenities.



Professional Development Division

The Professional Development Division (PDD) is comprised of the Policy and Accreditation Unit, Recruitment and Hiring Unit, and the Training Unit. These units focus on maintaining compliance with more than 400 law enforcement standards as established by the Commission on Accreditation for Law Enforcement Agencies (CALEA) and developing/revising Department policy, recruiting and hiring new employees and coordinating promotional processes, and ensuring all Department members receive mandated training, essential non-mandatory training, as well as provide information on training opportunities available for career development. The division is managed by the PDD Commander, who reports to the Assistant Police Chief, and consists of one Sergeant, three Officers, two civilian members, and three civilian volunteers.

Policy and Accreditation Unit



As part of the commitment to maintaining the highest standards of professionalism and providing the community with exceptional police services, the Surprise Police Department has voluntarily participated in the law enforcement accreditation process since 2007. The Department is one of just under 1,000 law enforcement agencies in the United States that are currently accredited by the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA®).

Agencies achieve accredited status after participating in a 48-month process that involves a commitment of personnel and other resources. During this period, all aspects of the agency's policies, procedures, management, operations, and support services undergo a comprehensive examination to determine compliance with more than 400 standards. In addition, each agency conducts a detailed self-assessment and participates in an on-site review by a team of outside CALEA Assessors composed of experienced law enforcement professionals. The local community is also invited to participate in the process and given an opportunity to provide their comments and observations during the public information session.

The Surprise Police Department received their initial accreditation on November 17, 2007, and received two subsequent reaccreditations in November of 2010 and 2013. An on-site assessment was conducted of the Surprise Police Department by CALEA Assessors on August 8-11, 2016, and once again the Department successfully completed the multi-year process designed to recognize professionalism in law enforcement. The Department was recognized for their third reaccreditation (fourth overall accreditation) which was awarded on November 5, 2016, in Charleston, South Carolina.



POLICE DEPARTMENT

Some of the benefits that law enforcement agencies receive as a result of their accredited status with CALEA include:

- Validation that policies comply with professionally developed law enforcement standards,
- Scheduled review process for policies to ensure SPD continues to employ and develop progressive policies that reflect best practices in law enforcement,
- Promotion of fair recruitment, selection, and promotional processes,
- Enhanced administrative and operational efficiency and effectiveness,
- Compilation of efficient reports, analyses, inspections, and audits to make informed management decisions,
- Higher level of accountability by Department members at all levels,
- Reduction of liability and risk exposure, and
- Greater public trust and confidence in the agency and its members.

The CALEA Accreditation Process has proven to be of great benefit to both the agency and the community. It requires that the agency conform to procedures that are consistent with internationally recognized, progressive law enforcement standards. This is the foundation for competent, responsible, and ethical service to the public. It also requires the agency to take a thorough, introspective look at its mission, objectives, and operation. This results in a process of continual evaluation that allows the agency to revise its strategic plan in order to respond to the needs of an ever-changing community. Accreditation is a key component in any law enforcement agency's ability to perform in the present and plan for the future, and it has proven to be an effective and innovative management model. Because "We are YOUR Police," the men and women of the Surprise Police Department are committed to maintaining the highest standards of professionalism in law enforcement and providing the community with exceptional police services.

In October 2018, the Department underwent its second annual review by CALEA since the Department's reaccreditation in 2016. The CALEA annual reviews are conducted remotely and are intended to keep agencies on track between on-site assessments by a review of about 25 percent of the Department's CALEA files each year. With successful completion of the first and second year reviews, the Surprise Police Department looks forward to the third year review during the last quarter of 2019.

The Policy and Accreditation Unit, in conjunction with Professional Standards, coordinated and/or conducted 30 audits/inspections during 2018. The audits/inspections were mandated by CALEA and/or policy. The following is a summary:



Audit/Inspection Name	CALEA Mandate	Policy Mandate	Frequency	Results
Password Audit (by IT)	x	x	Annual	No issues
Prop/Evid Audit (by PSU)	x	x	Annual	100 items inspected, 9 items either incorrectly logged or found in a different location. All 9 items were located and corrected. All 100 items were packaged and sealed properly.
Prop/Evid Unannounced Insp	x	x	Annual	20 items inspected, 4 items required additional research. The status and/or location of all 4 items was updated.
Prop/Evid Semi-Annual	x	x	Biannual	1 - 25 items inspected, 1 item required additional research. The location of the item was not updated when it was returned from the lab. The location has been corrected. 2 – 25 items inspected, 1 item required additional research. The location of the item was not updated when it was returned from the lab. The location has been corrected.
Knox Box Key Inspection		x	Biannual	No issues
Assigned Dept Vehicle Insp		x	Triannual	3 inspections occurred during 2018 - An average of 2 out of 63 vehicles inspected were found not in compliance with preventative maintenance requirements. All vehicles were brought into compliance immediately.
Arrest Warrant/Bond Audit	x	x	Quarterly	No deficiencies
Confidential Informant Fund	x	x	Quarterly	No deficiencies
Petty Cash Audit	x	x	Quarterly	No deficiencies
Prop/Evid Card Access Audit	x	x	Quarterly	No issues
Records Revenue Audit	x	x	Quarterly	No deficiencies



Department policies are constantly evolving, and 2018 was a busy policy development year. The Policy and Accreditation Unit coordinated the review of 55 policies, and at any one time during the year more than 25 policies were under development or revision. The unit revised and published 19 policies during 2018, with significant revisions made to the following policies:

- **Use of Force** policy underwent a comprehensive reorganization and revision to include new practices such as de-escalation techniques
- **Off Duty/Secondary Employment** revised to include restrictions on the number of hours worked and account for upgrades to Telestaff
- **Social Media** policy was revised to bring it up to date with current practices
- **Operation of City/Department-Owned Vehicles** was reorganized and revised
- **Sex Offender Notification** policy was revised to reflect new procedures
- **Computer/data-related** policies were revised to be consistent with City policies

Recruitment and Hiring Unit

The Recruitment Unit seeks quality candidates to fill vacancies within the Police Department. The Recruitment Unit works in coordination with the Human Resources Department to requisition and post job opportunities and to ensure testing and assessments of all applicants is conducted in accordance with City and Department Policy. The Recruitment Unit conducts background interviews and investigations as well as coordinates required screenings in compliance with Department Policy and the Arizona Peace Officer Standards and Training Board. The unit compiles and organizes applicant information for Command Staff review. The unit's focus reflects the community it serves and recruits to demographics utilizing various methods to include advertising in publications and websites directed at diverse populations.

2018 Recruitment Review		
Position	Applicants	Hired
Police Lieutenant	1	1
Police Sergeant	12	2
Police Officer	37	3
Police Officer Recruit	927	6
Police CSO (Park Ranger)	402	1
Public Safety Communications Officer	312	7
Police Crime & Traffic Analyst	2	1
Police Transportation Officer	189	2
Police Records Technician - Lead	1	1
Police Records Technician	479	3
Police Animal Control Officer	178	1



Recruitment is not the responsibility of any one person or unit. Every member of the Surprise Police Department is an ambassador of our organization, or our brand. Anecdotal evidence indicates we are successful in this regard as applicant consistently attribute their choosing of the Surprise Police Department whole or at least in part, to the professionalism and positive encounters they have had with our members. While effective, traditional efforts are also a part of our comprehensive recruitment effort. These include, but not limited to, participation in job fairs and community events and the use of print, social and electronic media. Recruitment events attended by the Recruitment Unit in 2018 include:

1/18 – LAFB Transition Assist. Program

1/18 – Fort Hood, TX Mega-Job Fair

4/18 – Job Fair, Tempe Market Place

6/18 – LAFB Transition Assist. Program

8/18 – Brookline College Job Fair

9/18 – South Mountain Community College
Job Fair

9/18 – West-Mec, Surprise Job Fair

10/18 – LAFB Annual Job Fair

Recruitment information and postings for positions open to external applicants were shared with and posted by the following:

Arizona League of Cities & Towns

AZPOST

CALEA

AACOP

ABLE

NOBLE

NLPOA

IAWP

NAWLEE

La Prensa Hispana

PoliceOne.com

Indeed.com

GovernmentJobs.com

Police Department Facebook & Twitter

Fort Hood Sentinel





Training Unit

The Training Unit is responsible for the development, coordination and implementation of training throughout the Police Department. Training unit responsibilities include analysis of training effectiveness, training program enhancement, coordinating training opportunities, providing training to internal members and external partners within the law enforcement community, tracking and documentation of training for all officers, and ensuring compliance with AZPOST, OSHA, and CALEA standards.

The Training Unit becomes intimately involved in each member's careers from the date of hire through retirement or separation. Through coordination of New Employee Orientation to Field Training the training unit provides instruction and support of each member as they learn and develop the skills necessary to provide extraordinary law enforcement services to the community. Beyond the field training program, the training unit provides annual mandatory training in the areas of policy; law and legal updates; search and seizure; providing services and support to those suffering with disabilities, mental illness, and emotional crisis; responding to incidents involving hazardous materials; force application and use of force decision making; and lethal and less lethal weapons training. This training is provided through classroom lectures, briefing trainings involving Supervisor led discussions and reviews, and practical hands on exercises and scenario based training.

With a focus on fundamentals, the Department's Training Unit worked diligently in 2018 to exceed standards by providing exceptional training. Best practices and progressive techniques were evaluated, included, and standards were consistently exceeded in the pursuit of mastery. Once developed and approved, the training calendar for the Department was implemented. Ensuring required AZPOST training hours, CALEA standards and policy requirements were met established a baseline. Current trends, lesson learned, areas identified through incident reviews and requested subject matter were evaluated and used in further determining the substance of the plan.

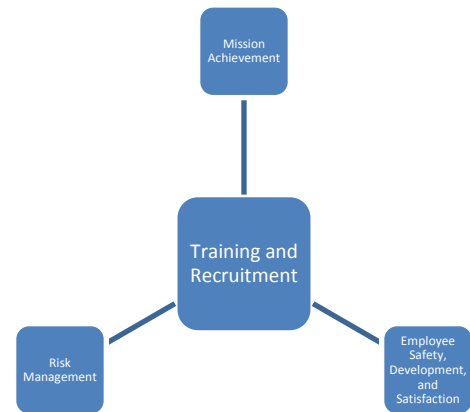




FY2018

The training plan for 2018 was developed and implemented with a focus on mission achievement, risk management, employee safety, development and satisfaction. The goals and outcomes are listed.

- Increase annual training hours to 40-hours/year
 - In addition to training delivered via Target Solutions, sworn personnel would likely have attended 40-50 hours of training. This/these number(s) contrast sharply with those reported above as those are strictly AZPOST credit hours
- Increase officer resiliency through annual training in the areas of stress management, physical fitness and mindset
 - Mindset was addressed during AOT training evolutions relative to situational awareness and mission focus. Members of the department attended mental health and stress management-related training (e.g., Mental Health First-Aid, First Responder Health/Wellness Conference) provided by external sources. The annual “Benefit Physical Fitness Test” was also conducted with 37 members participating
- Equip officers with tools, technology, tactics, and techniques to meet our organizational vision while increasing safety and reducing risk
 - 16 members attended the 40-hour CIT training
 - Basic and Advanced Rifle and Shotgun classes were held
- Implement progressive and contextual based training
 - AOT training focused on mass casualty threat response and included force-on-force, and command/control functions
- Increase mastery of core policing principles, practices, and skills
 - Members throughout the department attended a variety of courses covering core policing principles, practices and skills (e.g., Annual GOHS conference, Global Leadership Summit, NTOA Annual Conference, Annual ABLE Conference)
- Provide officers training opportunities for career enhancement
 - Members throughout the Department attended and were provided career enhancement training opportunities including, but not limited to: Police Supervision, Reid Interview and Interrogation, Advanced Forensic Interviewing, CPTED, Patrol Response to Suspicious Death and Homicide, Basic FTO School, Annual NTOA Crisis Negotiations Conference





Awards & Recognition

Each year, the Police Department recognizes employees and volunteers for extraordinary acts of bravery and professionalism during a police awards ceremony. The awards program also allows the Department to recognize citizens who have gone above and beyond in assisting the Police Department achieve its mission and goals while improving the quality of life for all Surprise residents.

The listed members of Your Police Department earned the following distinctions for 2018.

OFFICER OF THE YEAR

Officer Corbin Claxton

DETECTIVE OF THE YEAR

Detective Lucas Jensen

ROOKIE OF THE YEAR

Officer Dillon Bleicher

SUPERVISOR OF THE YEAR

Sergeant Michael Robbins

CIVILIAN EMPLOYEE OF THE YEAR

Erin Rivera

VOLUNTEER OF THE YEAR

Barbara Jones

CITIZEN PATROL MEMBER OF THE YEAR

Marylene Cayron

LIFESAVING AWARD

Officer Gerald Graziosi
Officer Fredrick Cuthbertson
Officer Joshua Bucur
Officer William Bisson
Officer Shawna Ebey
Officer Tyler Johnson
Sergeant Garrick Boxberger



UNIT CITATION

Sergeant Michael Robbins
Officer Leonard Collins
Officer Richard Malone
Officer Drew Persha
Officer Steven Shernicoff

